



15 School Lane, Suite 200, PO Box 656
Au Sable Forks, NY 12912
Phone: (518) 647-8198 Fax: (518) 647-5457

To: Northline Utilities and NorPro Employees
From: Emergency Operations Team
Re: Guidance Sheet #7 – Coronavirus Disease (COVID-19)
Date: March 22, 2020

Dashboard

Our Northline Utilities Emergency Operations Team feels that it is important to share an overview of the Northline Family as we monitor how COVID-19 is impacting our population.

Employees Tested for COVID-19	Employees with a Negative Test Result	Employees with COVID-19 Test Results Pending	Employees with a Positive Test Result
4	3	1	0

Strategy Guidance

Information Gathering

The Emergency Operations Team is kindly asking that each Collective Bargaining Employee give their IBEW Local Number and Contact information to their General Foreman / Construction Manager as soon as possible. Also, if known, please supply the Name, Contact information, and Group Number of your Health Insurance Carrier. The General Foreman / Construction Managers should summarize the information and send the summary to the Emergency Operations Team E-mail Covid19EmOps@northlinellc.com.

Storm Response

The potential for a weather event that would require Northline personnel to mobilize to an area is ever present. The Emergency Response Team will work closely with the Customer and the Storm Project Team to coordinate activities and provide support. As this Pandemic unfolds, there are new and ever-changing restrictions, mandates, and guidance being issued. These will most likely play a role in our response to a weather event. Bill Murty and the Storm Logistics Team are working on anticipating the new challenges and hurdles that we must overcome.



We will work as a team to provide a safe place to work and maintain the level of service to which our customers are accustomed.



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Essential Business Letters

The Emergency Operations Team has received some template letters from our customers that we are able to distribute to our Employees. This letter identifies the holder as an employee of an essential vendor for an essential infrastructure business. We are working on the best way to distribute the letters to our employees.

The Emergency Operations Team is also working on a letter for all of our employees to carry with them as they conduct business for Northline Utilities.

Managing Anxiety and Stress

Stress and Coping

The outbreak of coronavirus disease 2019 (COVID-19) may be stressful for people. Fear and anxiety about a disease can be overwhelming and cause strong emotions in adults and children. Coping with stress will make you, the people you care about, and your community stronger.

Everyone reacts differently to stressful situations. How you respond to the outbreak can depend on your background, the things that make you different from other people, and the community you live in.

People who may respond more strongly to the stress of a crisis include:

- Older people and people with chronic diseases who are at higher risk for COVID-19
- Children and teens
- People who are helping with the response to COVID-19, like doctors and other health care providers, or first responders
- People who have mental health conditions including problems with substance use

Stress during an infectious disease outbreak can include:

- Fear and worry about your own health and the health of your loved ones
- Changes in sleep or eating patterns - difficulty sleeping or concentrating
- Worsening of chronic health problems
- Increased use of alcohol, tobacco, or other drugs



People with preexisting mental health conditions should continue with their treatment and be aware of new or worsening symptoms. Additional information can be found at the Substance Abuse and Mental Health Services Administration (<https://www.samhsa.gov/disaster-preparedness>) website.



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Taking care of yourself, your friends, and your family can help you cope with stress. Helping others cope with their stress can also make your community stronger.

Things you can do to support yourself:

- Take breaks from watching, reading, or listening to news stories, including social media. Hearing about the pandemic repeatedly can be upsetting.
- Take care of your body. Take deep breaths, stretch, or meditate. Try to eat healthy, well-balanced meals, exercise regularly, get plenty of sleep, and avoid alcohol and drugs.
- Make time to unwind. Try to do some other activities you enjoy.
- Connect with others. Talk with people you trust about your concerns and how you are feeling.



Call your healthcare provider if stress gets in the way of your daily activities for several days in a row.

Reduce stress in yourself and others

Sharing the facts (<https://www.cdc.gov/coronavirus/2019-ncov/symptoms-testing/share-facts.html>) about COVID-19 and understanding the actual risk to yourself and people you care about can make an outbreak less stressful.

When you share accurate information about COVID-19 you can help make people feel less stressed and allow you to connect with them.

Learn more about taking care of your emotional health (<https://emergency.cdc.gov/coping/selfcare.asp>).

For Parents

Children and teens react, in part, on what they see from the adults around them. When parents and caregivers deal with the COVID-19 calmly and confidently, they can provide the best support for their children. Parents can be more reassuring to others around them, especially children, if they are better prepared.

Not all children and teens respond to stress in the same way. Some common changes to watch for include:

- Excessive crying or irritation in younger children
- Returning to behaviors they have outgrown (for example, toileting accidents or bedwetting)
- Excessive worry or sadness
- Unhealthy eating or sleeping habits
- Irritability and “acting out” behaviors in teens
- Difficulty with attention and concentration
- Avoidance of activities enjoyed in the past
- Unexplained headaches or body pain



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There are many things you can do to support your child:

- Take time to talk with your child or teen about the COVID-19 outbreak. Answer questions and share facts about COVID-19 in a way that your child or teen can understand.
- Reassure your child or teen that they are safe. Let them know it is ok if they feel upset. Share with them how you deal with your own stress so that they can learn how to cope from you.
- Limit your family's exposure to news coverage of the event, including social media. Children may misinterpret what they hear and can be frightened about something they do not understand.
- Try to keep up with regular routines. If schools are closed, create a schedule for learning activities and relaxing or fun activities.
- Be a role model. Take breaks, get plenty of sleep, exercise, and eat well. Connect with your friends and family members.

Learn more about helping children cope (<https://www.cdc.gov/childrenindisasters/helping-children-cope.html>).

Employee Assistance Services

ESI (Northline Utilities' Employee Assistance Services) can also provide information and assistance to members a few different ways. They are maintaining resource centers that you can easily access online to get up-to-date information regarding this issue. www.theEAP.com



TotalCare EAP
Public Safety EAP
Educators' EAP
Higher Ed EAP
HealthCare EAP
Union AP

When you log into the website, click on EMPLOYEE → EMPLOYEE & FAMILY LOGIN → REGISTER HERE → EMPLOYER/UNION = NORTHLINE.

Follow prompts to set up an account. There is a big banner to click on for the coronavirus resources.

This rapid evolving situation is unsettling for all of us. If you or any member or family member assistance to deal with anxiety or stress, **simply call 800.252.4555 to reach a counselor.**

Services are free and confidential. Nothing is reported back to Northline or anyone else.

Notification

Remember, as part of our Northline Notification Protocol:

These are the reasons to contact Ricardo Aguilar (raguilar@northlinellc.com), Emergency Operations Team Liaison Officer:

- I went home with COVID-19 symptoms
- I stayed home sick with COVID-19 symptoms
- I was advised by a Health Care Provider to be tested
- I was made aware of someone else that has COVID-19 symptoms or stayed home



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Also, Immediate Notice is Required to be Given if any individual has:

- Tested positive for COVID-19;
- Encountered someone known to have tested positive for COVID-19; or
- Completed a trip to a CDC-categorized Coronavirus Warning Level 3 location

This notice must be directed to Ricardo Aguilar, Emergency Operations Team Liaison Officer at raguilar@northlinellc.com or by cell phone (518)-420-7078. The assigned Northline Project Manager will be notified and in turn the Project Owner, trade contractors and suppliers of the situation.

New Contact Information for the Emergency Operations Team



We have created an e-mail distribution list that is in the Northline Global Address Book. By sending an e-mail to Covid19EmOps@northlinellc.com you will be sending an e-mail to everyone on the team. You are encouraged to send e-mails to Covid19EmOps@northlinellc.com or to specific individuals on the team.

If you have any questions regarding this interim guidance, please do not hesitate to contact a member of the Emergency Operations Team.

Name	ICS Role	Office Number	Cell Number	E-mail Address
Jamie Atkins	Incident Commander	518-647-8198 ext. 201	518-569-8702	jatkins@northlinellc.com
Lori Mayott	Public Information Officer / Incident Commander (Alt)	518-647-8198 ext. 322	518-488-8730	lmayott@northlinellc.com
Rick Aguilar	Liaison Officer / Public Information Officer (Alt)	518-647-8198 ext. 324	518-420-7078	raguilar@northlinellc.com
Rudy Kunz	Safety Officer / Liaison Officer (Alt)	518-647-8198 ext. 227	518-275-5583	rkunz@northlinellc.com
William Straight	Business-Customer Liaison / Incident Commander (Alt)	518-647-8198 ext. 231	518-569-4140	wstraight@northlinellc.com
Lee Pray	Human Resources / Safety Officer (Alt)	518-647-8198 ext. 234	518-726-6724	lpray@northlinellc.com
Brandy Rousseau	Business-Customer Liaison (Alt)	518-647-8198 ext. 236	518-423-4914	brousseau@northlinellc.com
William Murty	Field Liasion	N/A	716-609-7461	BMurty@NorProLLC.com